August 31, 2015

The following was sent to the listserv on behalf of Cody Davidson.

TABE Online troubleshooting processes

Two directors have informed us of issues related to administering TABE Online. We are currently working with these two programs to resolve their issues. If you have an issue, please follow the processes outlined below.

Setting up TABE Online:

- **Review Online Videos**
    - Below are the links from the CTB TABE YouTube channel https://www.youtube.com/channel/UC7LR0bFkzA94aAQWqThAanQ .
    - TABE Online Hierarchy - https://www.youtube.com/watch?v=PHJXoBgTti8
    - TABE Online Student Registration - https://www.youtube.com/watch?v=ADSeb4bjzik
    - TABE Online Test Session Setup - https://www.youtube.com/watch?v=tdTJ8rS6qvY
    - TABE Online Workstation Setup - https://www.youtube.com/watch?v=5LTz_SZ1dbE

- **For additional information or help, please contact Rudy Rhoades at rrhoades@ket.org.**

Trouble Shooting:

Step # 1 - Contact Online Assessment Help Desk
Call the TABE Online Support team directly - online Assessment Product Support: 866-282-2250. When you call, *you will be given a Support Ticket number that you should save for future reference.*

Step # 2 - Contact KYAE
If the support team is unable to satisfactorily resolve the issue, please e-mail Terry Tackett a description of the issue and the related support ticket number. We will work directly with Mike Johnson and the TABE Online Support teams to resolve the issue.